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FIND. APPLY. SUCCEED.

Annual Report for Fiscal Year 2016

01/12/2017

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About Grants.gov

Grants.gov is the central repository and clearinghouse for information on over 1,000 grant programs and provides access to more than $100 billion in grants distributed annually. The program provides organizations and agencies with a centralized source to both "FIND" and "APPLY" for federal discretionary grants.

Previously, grant processes varied widely among agencies and programs. This resulted in a complicated, burdensome, and costly process to find grants. Mandated by *Public Law 106-107* and the *2002 President's Management Agenda*, Grants.gov transformed the federal grants environment by streamlining and standardizing public-facing grant processes. Grants.gov eliminated redundancies and now provides a simplified and improved process for both applicants and grantors.

According to the Department of Health and Human Services (HHS) *Grants Policy Statement*, "Grants.gov provides a secure and reliable government-wide single portal for applying for Federal grants electronically, simplifying the grant application process and reducing paperwork." Grants.gov empowers smaller agencies with limited resources to improve the reach of their grant programs and provides larger agencies with the benefits of process standardization, cost savings, and increased visibility.

Grants.gov provides web services through system-to-system (S2S) interfaces for applicants and grantors. The S2S applicant interface provides an automated mechanism for applicants to find and apply for federal discretionary grants. The S2S grantor interface provides an automated mechanism for grantors to post opportunities and retrieve submitted applications. In both cases, the interfaces reduce the need for manual processing and redundant data entry.

Given the government-wide scope of the e-Gov initiative, the program is funded by the 26 federal grant-making agencies, each providing support commensurate with its size and Grants.gov system usage (according to a formula approved by the participating agencies' leadership). HHS, serves as the managing partner for Grants.gov, providing both operational and fiscal oversight for the program.

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Fiscal Year Highlights

In FY 2016, the Grants.gov program focused on improving functionality, implementing new features, and expanding content. The FY 2016 enhancements are highlighted below:

Workspace Implementation

In October 2015, the Grants.gov program implemented the new Workspace functionality, an enhancement to the application submission process that provides support for unstitched PDF forms for Single Project packages. This enhancement allows applicants to work collaboratively on an application package.

Using Workspace, applicants are able to view the status of each form and preview a completed version of the application prior to submission. The Workspace functionality also allows applicants to easily reuse forms data. Previously, when using the old, single, stitched PDF forms, applicants were required to download a new package each time a grantor updated a single form. An applicant would then need to complete each form again before submitting the application. Using Workspace, if a form or package is updated, an applicant would only update the impacted form(s), reducing the burden of the application process.

Continued Workspace Enhancements

In February 2016, applicant feedback indicated additional enhancements would be necessary to meet the needs of certain organizations. Some applicant organizations, for example, requested that their Authorized Organization Representative (AOR) be permitted to submit an application via Workspace without being added as a participant. Additionally, the role of the AOR needed to be expanded to have similar features to the role of the E-Business Point of Contact (EBiz POC). As a result, Grants.gov implemented a feature to allow organizations to decide whether their AORs will have standard or expanded access.

In FY 2016, the number of Workspace compatible forms was increased to include the most frequently used forms in FY 2015. Also, the Workspace functionality was enhanced to allow applicants to upload and use forms from other Workspaces. Most of the Form Reuse functionality development work was completed, and with this enhancement, applicants are now able to locate and reuse Workspace forms within the system (i.e., the Grants.gov Form Reuse functionality transfers the form data from one Workspace to another without requiring an applicant to manually download and upload a PDF).

Additionally, Workspace was enhanced to allow applicants to invoke an agency web service to view and print the entire package, including all attachments, in one document. Workspace was also enhanced to allow applicants to invoke an agency web service to perform agency specific validations prior to submission.

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Online User Guide

In October 2015, the Grants.gov program implemented a new online user guide and context-sensitive help to provide users with easily accessible information and instructions on how to use Grants.gov. The online user guide was created using Adobe RoboHelp and is accessible simply by clicking the Help link in the website header or any of the Help icons incorporated throughout the Grants.gov site.

Catalog of Federal Domestic Assistance Search Enhancement

In February 2016, the Grants.gov program enhanced the search capability to allow the applicant community to easily locate grant opportunities using the Catalog of Federal Domestic Assistance (CFDA). The CFDA search box was modified to be capable of finding results containing either CFDA numbers or titles. The Search Grants page now also allows CFDA numbers and titles to be used as parameters in the URL.

Grants.gov Community Blog

In FY 2016, Grants.gov leveraged Web 2.0 capabilities using a public-facing platform. In May 2016, the program launched the Grants.gov Community Blog to provide information and allow for two-way communications. The Grants.gov Community Blog allows the program to provide announcements, highlight new features and functionality, direct users to existing static content, highlight trending topics of interest, and package complicated content into a reader-friendly format. Since its launch in May 2016, the Grants.gov Community Blog has published an average of 10 articles per month and continues to gain interest within the grants community.

Grant Forecasts

In June 2016, the Grants.gov program implemented The Grant Forecasts functionality. Previously, each grant-making agency was responsible for publishing their own grant forecasts, requiring applicants to search multiple websites before accessing the official Funding Opportunity Announcements (FOA) on Grants.gov. For HHS, this functionality was supported by the Administration for Children and Families (ACF) on the HHS Forecast website. Enhancing the Grants.gov "Search" capability to display forecasted opportunities allows users to conveniently find grant forecasts and synopsis data on a single website (Grants.gov "Search Grants").

Online Forms Initial Integration

In June 2016, the Grants.gov program performed the initial integration of online forms, beginning with testing in the Staging environment. The online forms have been developed as part of a proof of concept and integrated into Workspace. Online forms have only been available in the Test and Staging environments to allow users to provide initial feedback and are scheduled to be released to the Grants.gov Production environment in early 2017.

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Grants.gov Training Materials

Throughout FY 2016, the Grants.gov program continued to enhance the training materials available to the Grants.gov user community. The program updated its YouTube channel with new training videos to help applicants and grantors to learn about Grants.gov features and capabilities, such as Workspace and grant forecasts. A robust set of training materials and step-by-step instructions on how to effectively use the Workspace functionality was added to the Grants.gov website.

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Metrics Summary for FY 2016

Website Usage	
Total website sessions	8,786,136
Average monthly sessions	732,178
Average daily sessions	24,406
Total unique website users	4,810,580
Average monthly users	473,869
Average daily users	15,796
System Usage (Based on Status of Agency Participation (SAP) Report)	
Total opportunities posted (discretionary only)	5,930
Total submissions processed	248,072
Largest submission volume month	30,745
Largest submission volume day	3,981
Average monthly submissions	20,673
Average daily submissions	680
User Support	
Total customer inquiries handled by the Contact Center (Inbound Calls, After Hours Inbound Calls, Outbound Email)	129,762
Average monthly customer inquiries handled by the Contact Center	10,814
Average daily customer inquiries handled by the Contact Center	356
Releases	
Releases completed to improve functionality, reliability and security	12
Operations and Maintenance (O&M) enhancements	8
System enhancements	58
Bug fixes	10
Production defect fixes	32
Forms	
Total forms deployed in production	244
Total active forms in production	136
Total inactive forms in production (older form versions that are still in use)	53
Total forms retired	19
Workspace Compatible forms (as of end FY 2016)	132
New Forms to Production	30

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Outreach	
Total outreach activities to multiple stakeholders	23
Audience reached	3,143
System Availability, Performance and Security	
System availability %	100%
Number of security incidents	0

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Operations Summary

Grants.gov program operations are categorized into seven major areas: Website Usage, System Usage, User Feedback, User Support, Releases, Outreach, and System Performance / O&M. Some of these metrics are measured by current year only. Others may include two-year and three-year totals for trend-analysis.

Website Usage

Total Users

In FY 2016, 4,810,580 users visited the Grants.gov website. The month of April registered the highest website usage of approximately 930,695 sessions, 607,843 users, and 504,555 new visitors. Monthly website user averages during FY 2016 were 732,178 sessions per month, 473,869 users per month, and 250,202 new visitors per month.

Grants.gov Website - Usage

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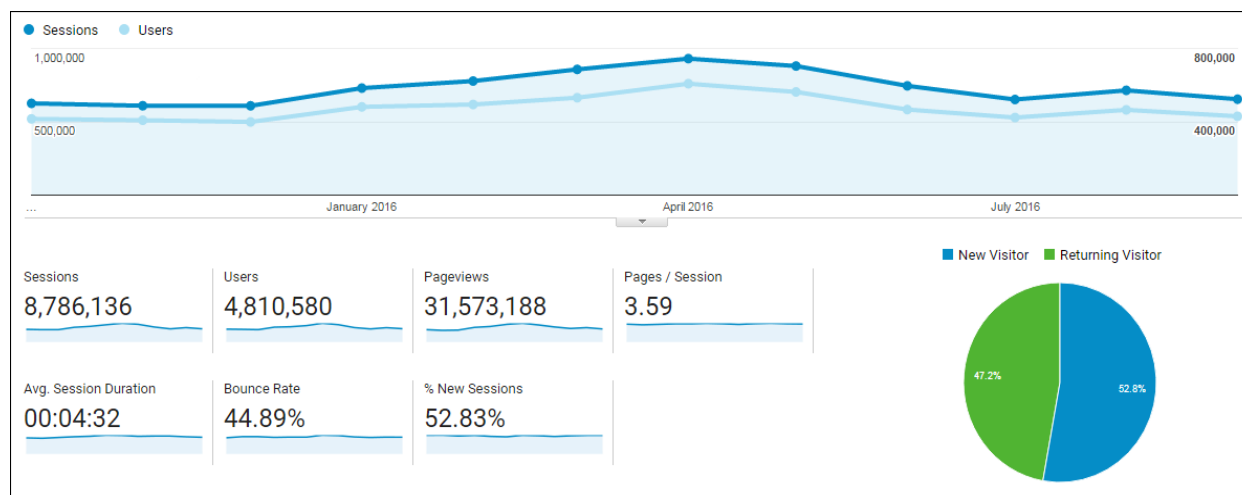
Total Users by Month

Month	Sessions	Users
October 2015	625,686	415,888
November 2015	609,629	408,486
December 2015	609,049	399,153
January 2016	729,799	481,320
February 2016	777,917	494,373
March 2016	857,315	531,335
April 2016	930,695	607,843
May 2016	880,380	562,928
June 2016	745,167	466,785
July 2016	652,059	423,203
August 2016	714,390	465,038
September 2016	654,050	430,079

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Devices Used to Access Grants.gov

Desktops are the most common devices used by visitors to access the Grants.gov website.

During FY 2016, 77.2% of users used desktops, 18.7% used mobile devices, and only 4.08% used tablets to access the Grants.gov website.

Grants.gov Website - Usage by Device Type
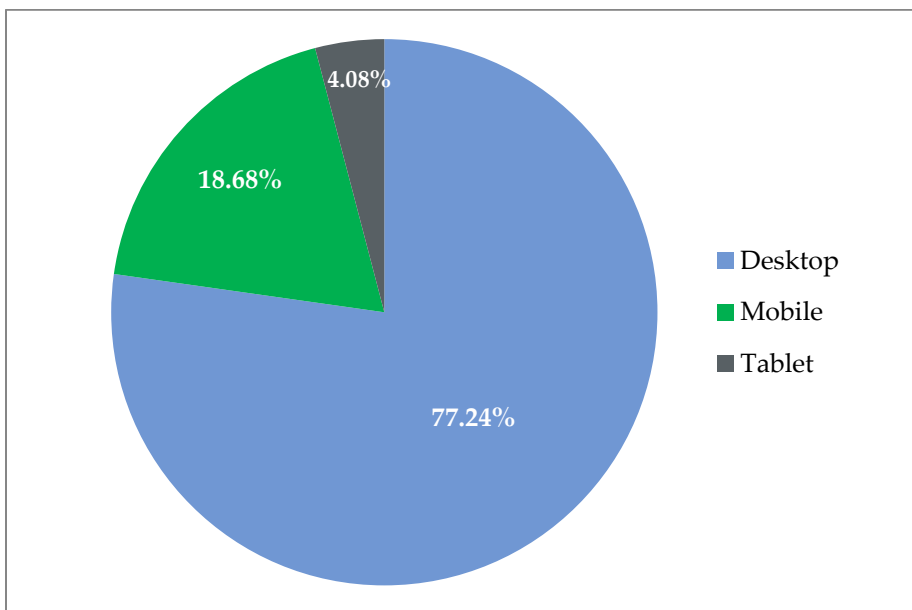
Device Category	Sessions	Percentage
Desktop	6,786,360	77.24%
Mobile	1,641,283	18.68%
Tablet	358,493	4.08%

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Most Common Operating Systems

The top three operating systems used by website visitors are Windows, Macintosh, and Android. In FY 2016, The Windows operating system continues to have the largest usage.

Grants.gov Website – Usage by Operating System

	Operating System	Sessions		Sessions	
		8,786,136 % of Total: 100.00% (8,786,136)		8,786,136 % of Total: 100.00% (8,786,136)	
1.	Windows	5,823,124			66.28%
2.	Macintosh	984,715			11.21%
3.	Android	969,159			11.03%
4.	iOS	882,130			10.04%
5.	Linux	42,111			0.48%
6.	Chrome OS	38,045			0.43%
7.	Windows Phone	24,316			0.28%
8.	(not set)	14,351			0.16%
9.	BlackBerry	6,674			0.08%
10.	Xbox	460			0.01%

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Most Common Web Browsers

The top three web browsers used by visitors to the Grants.gov website were Chrome, Internet Explorer, and Safari. In FY 2016, Chrome continues to have the largest usage among visitors.

Grants.gov Website - Usage by Browser

	Browser	Sessions	Sessions
		8,786,136 % of Total: 100.00% (8,786,136)	8,786,136 % of Total: 100.00% (8,786,136)
1.	Chrome	3,996,814	45.49%
2.	Internet Explorer	1,948,760	22.18%
3.	Safari	1,289,622	14.68%
4.	Firefox	1,086,360	12.36%
5.	Edge	248,127	2.82%
6.	Android Browser	58,871	0.67%
7.	Safari (in-app)	33,948	0.39%
8.	Opera	30,233	0.34%
9.	YaBrowser	23,852	0.27%
10.	Amazon Silk	19,820	0.23%

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System Usage

System usage metrics for opportunities posted and submissions received are collected from the Status of Agency Participation (SAP) report.

Opportunities

During the last three fiscal years, the program has observed an increase in the number of opportunities posted by grantors on Grants.gov. From FY 2014 (4,703) to FY 2015 (4,789), Grants.gov saw an increase of 1.8% in the number of opportunities posted. From FY 2015 (4,789) to FY 2016 (5,930), the number of opportunities continued to increase by 23.8%. These increases are a part of a trend that shows continuous growth and usage of the system.

Total Opportunities FY 2014, FY 2015 & FY 2016 (Discretionary only)

Total Opportunities
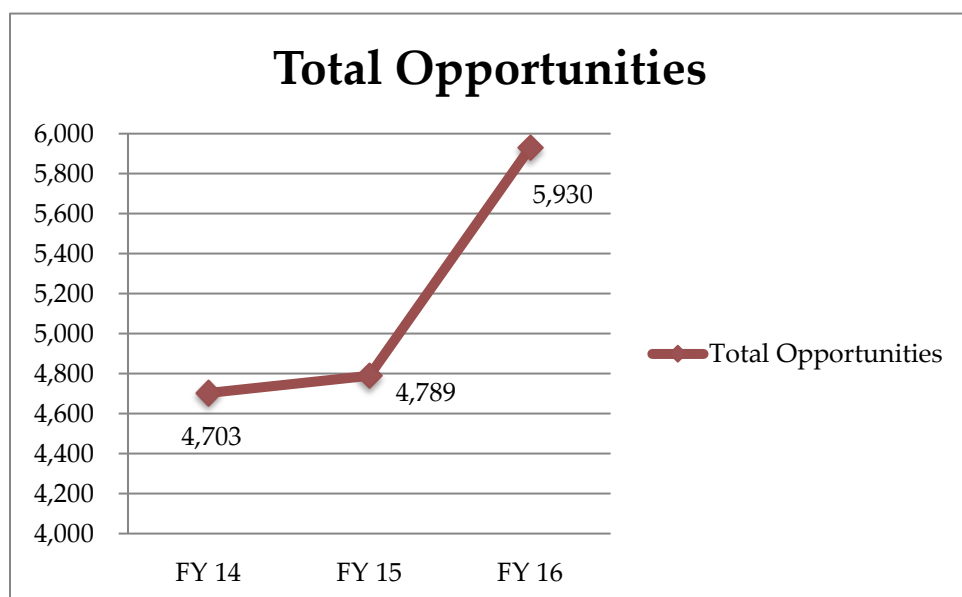
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Monthly Opportunity Totals for FY 2016 (Discretionary only)

On average, 494 opportunities were posted on Grants.gov per month in FY 2016. The month of August experienced the highest number of opportunities posted with 721 opportunities. The lowest number of opportunities posted in a single month was seen in November with only 231 opportunities.

Monthly Opportunities

Month	Value
Oct-15	359
Nov-15	231
Dec-15	397
Jan-16	269
Feb-16	450
Mar-16	623
Apr-16	604
May-16	678
Jun-16	648
Jul-16	532
Aug-16	721
Sep-16	418
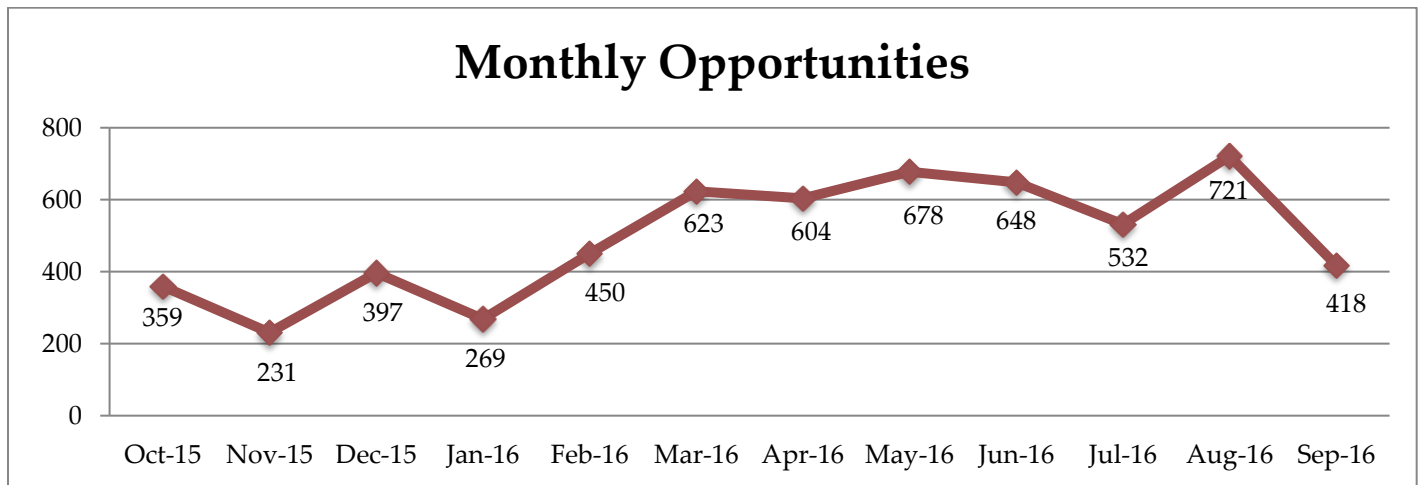
Total Opportunities per Agency (Discretionary only)

In FY 2016, Grants.gov posted a total of 5,930 discretionary grant opportunities. The Department of Interior (DOI) and HHS posted the largest number of grants – 2,172 and 1,671, respectively.

Total Opportunities per Agency (Discretionary only)

AGENCY	Q1 Oct 2015	Nov 2015	Dec 2015	Q2 Jan 2016	Feb 2016	Q3 Mar 2016	Apr 2016	May 2016	Q4 Jun 2016	Jul 2016	Aug 2016	Sep 2016	Grand Total
CNCS						2	3			1	2		8
DHS		1	1		30	16	2	13	2	4	4	4	77
DOC	14	9	17	4	12	10	6	4	10	8	12	10	116
DOD	12	9	8	11	20	29	32	46	22	24	26	10	249
DOE	13	6	16	14	22	17	17	12	13	10	13	9	162
DOI	31	44	98	77	91	167	187	244	359	302	386	186	2,172
DOL	1	1	1	1	2	3	7	13	8	3	1		41
DOT	1	3	8	5	10	12	6	9	6	8	6	3	77
ED	5		3	2	11	17	6	8	7	6	8		73
EPA	10	4	4	1	6	10	4	9	4	4	1	5	62
HHS	209	95	157	84	134	162	177	185	102	80	184	102	1,671
HUD	1	3		3	3	5	9	3	2	3	4		36
IMLS			3	3	1					2		4	13
NARA		5							2	3			10
NASA	5	3	10	2	5	16	13	9	7	4	10	11	95
NEA			4	2		1		3		1	1	1	13
NEH	4	2	5	1	5	5	4	4	2	1		4	37
NSF	20	4	13	7	14	10	7	10	10	11	23	34	163
SBA		1			2	4	1	2	3				13
SSA							1						1
State	19	26	19	16	26	49	61	50	67	35	15	18	401
Treasury				6	3	1		9				6	25
USAID	7	9	8	12	9	15	15	12	7	4	9	5	112
USDA	7	2	4	8	11	15	23	18	8	5	13	4	118
USDOJ		4	18	9	32	57	26	11	7	12	1	2	179
VA				1	1			1		1	2		6
Grand Total	359	231	397	269	450	623	604	678	648	532	721	418	**5,930**

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Total Opportunities by Type (Discretionary, Continuation, Mandatory, Earmark, Other)

Discretionary opportunities continue to be the largest type of opportunities posted in Grants.gov by grantors.

Synopses (by Type)

Oppcategory

D	5,930
C	440
O	126
M	75
E	37

Number of Records
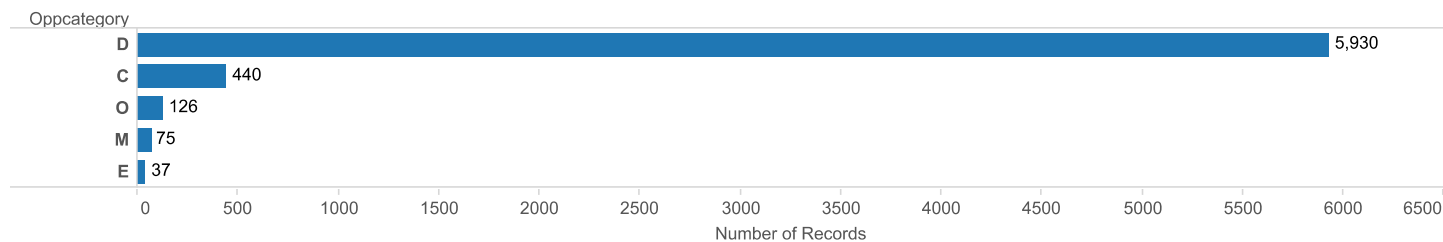
D	Discretionary
C	Continuation
O	Other
M	Mandatory
E	Earmark

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Submissions

In FY 2016, Grants.gov processed 248,072 submissions. This number was similar to previous years, including 252,733 submissions processed in FY 2015 and 245,620 submissions processed in FY 2014.

Total Submissions for FY 2014, FY 2015 & FY 2016

Total Submissions

FY	Submissions
FY 14	245,620
FY 15	252,733
FY 16	248,072
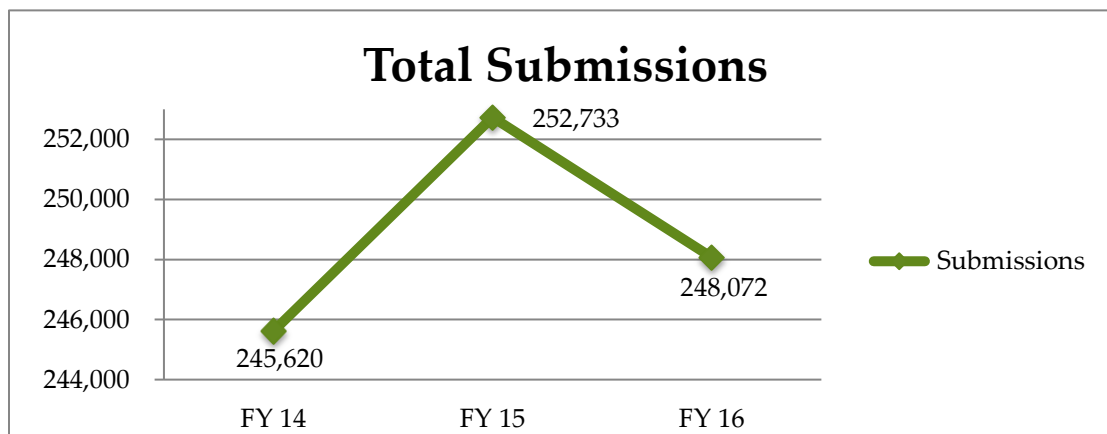
Monthly Submission Volumes

On average, Grants.gov processed 20,673 submissions per month in FY 2016. In February, Grants.gov processed the most submissions – 30,745. The lowest number of submissions processed in a single month was 15,118 in January.

Monthly Submissions

Month	Submissions
Oct-15	25,326
Nov-15	15,378
Dec-15	15,130
Jan-16	15,118
Feb-16	30,745
Mar-16	21,525
Apr-16	27,366
May-16	20,059
Jun-16	28,415
Jul-16	17,592
Aug-16	15,300
Sep-16	16,118
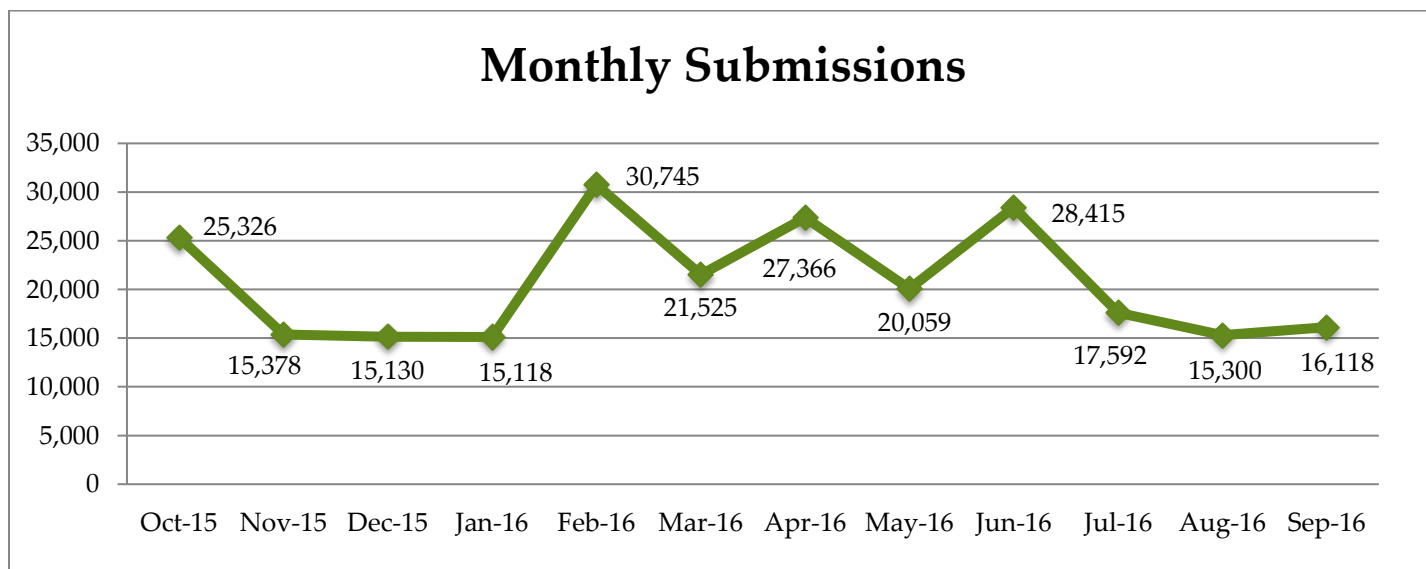
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Total Submissions per Agency

In FY 2016, Grants.gov processed a total of 248,072 submissions. HHS and the Department of Defense (DOD) had the highest volume of submissions processed during FY 2016 – 147,895 and 14,564, respectively.

Total Submissions per Agency

| AGENCY	Q1 Oct 2015	Nov 2015	Dec 2015	Q2 Jan 2016	Feb 2016	Mar 2016	Q3 Apr 2016	May 2016	Jun 2016	Q4 Jul 2016	Aug 2016	Sep 2016	Grand Total
CNCS													**-**
DHS	3	5	11	1	49	330	1,363	180	189	33	196	311	**2,671**
DOC	528	409	428	308	786	463	713	563	612	273	261	444	**5,788**
DOD	2,022	1,095	1,602	368	598	528	882	1,971	568	1,881	1,716	1,333	**14,564**
DOE	1,262	746	508	590	1,485	444	633	285	235	106	80	338	**6,712**
DOI	104	361	210	242	338	504	444	832	519	668	429	200	**4,851**
DOL	4	4	8	137	90	708	325	190	438	355	330	114	**2,703**
DOT	71	167	36	31	47	84	1,148	935	239	202	72	52	**3,084**
ED	144	7	277	121	1,338	207	622	1,553	124	476	1,174	121	**6,164**
EPA	39	417	734	266	239	283	1,039	615	740	373	253	108	**5,106**
HHS	19,146	10,939	8,674	10,785	20,128	11,290	13,353	7,062	19,722	8,479	8,613	9,704	**147,895**
HUD	324	6	25	39	93	192	1,881	299	578	54	12	88	**3,591**
IMLS	100	304	467	117	197	170	164	25	29		65	108	**1,746**
NARA	63				1	4	1	2	92	3		2	**168**
NASA	9	8	7	3	7	15	7	9	15	7	2	6	**95**
NEA	110	22	146	432	2,703	1,707	404	54	368	1,799	72	432	**8,249**
NEH	287	39	355	380	562	86	1,786	421	258	290	335	978	**5,777**
NSF	263	343	102	171	92	95	37	102	55	130	133	116	**1,639**
SBA	1	11		30		105	170	314	82	47	18	39	**817**
SSA							1		2				**3**
State	61	34	120	86	556	194	254	403	328	228	135	71	**2,470**
Treasury					41	737	31	293	169	57	2		**1,330**
USAID	5	1			1	10	19	23	6	10	9	4	**88**
USDA	729	430	360	375	356	1,196	427	1,472	710	2,026	1,145	248	**9,474**
USDOJ	46	3	134	421	874	918	1,409	2,402	1,357	89	28	13	**7,694**
VA	5	27	926	215	164	1,255	253	54	980	6	220	1,288	**5,393**
Grand Total	**25,326**	**15,378**	**15,130**	**15,118**	**30,745**	**21,525**	**27,366**	**20,059**	**28,415**	**17,592**	**15,300**	**16,118**	**248,072**

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Total Submissions by State

In FY 2016, the states of California, New York, and Texas continued to register the highest number of submissions.

**To ensure readability, only the Contiguous United States is shown in the map below (total submissions for Alaska and Hawaii are superimposed on the image).

Submissions (by State)
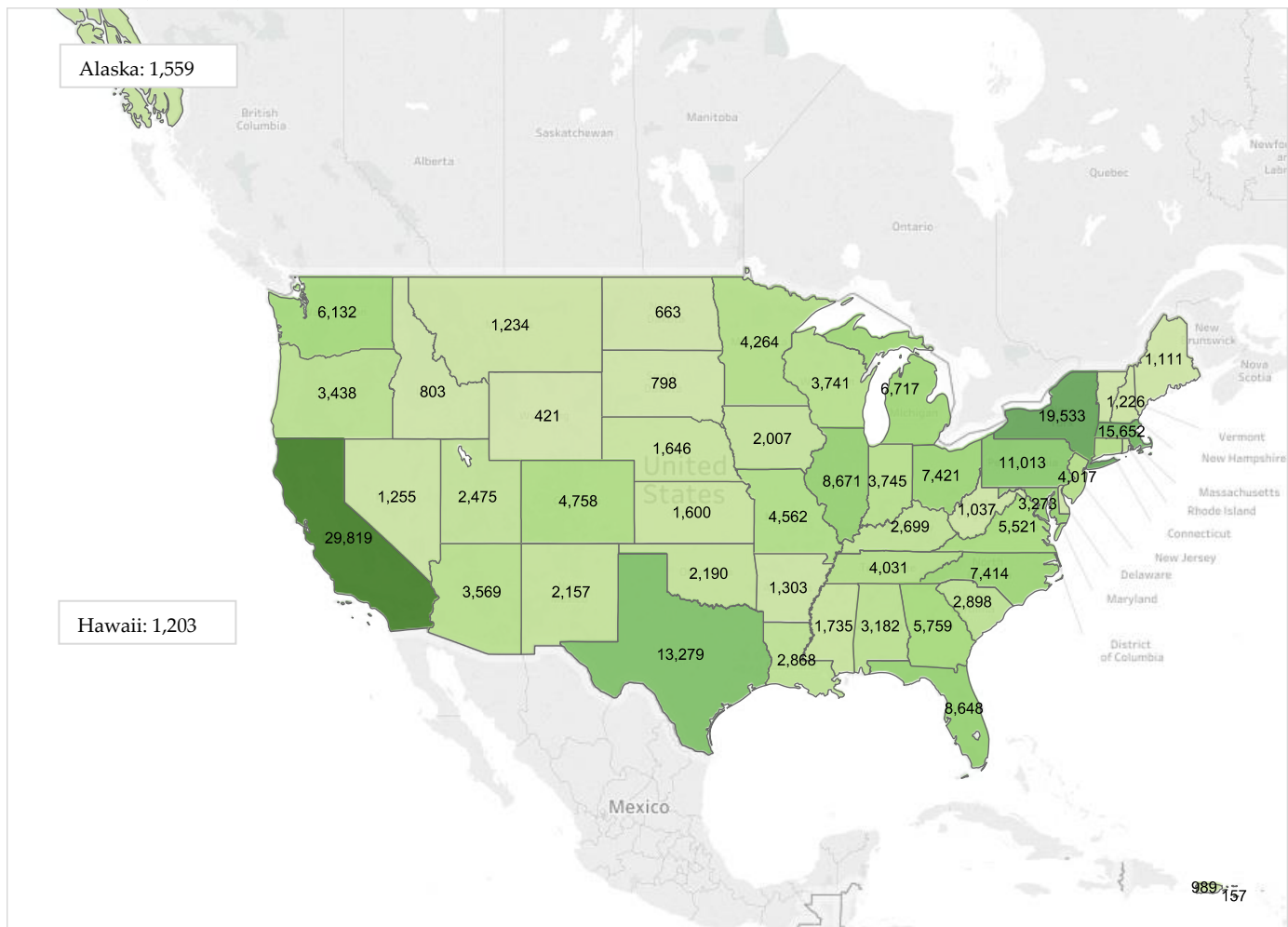
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Total Submissions by Type

In FY 2016, Grants.gov continued to improve the grants application process by enhancing submission functionalities and providing user training resources. The chart below illustrates the total number of submissions by type. Please note that these categories are subsets of the total number of submissions in FY 2016, but the categories are not mutually exclusive.

Single project (SP) submissions account for more than 90% of all submissions, while HHS submissions account for more than 50% of all submissions received through Grants.gov. In comparison, submissions via Workspace, which was a new functionally introduced in FY 2016, represent a much lower proportion of all submissions than system-to-system (S2S). Multi-project (MP) submissions account for the smallest percentage of all submissions.

Although the Workspace functionality is new, Grants.gov expects to see an increase in Workspace submissions in the upcoming year as the program continues to enhance the functionality.

Total Submissions by Type

Submissions (by Type)

Type	Value
SP Submissions	246,328
HHS Submissions	147,895
S2S Submissions	85,158
Workspace Submissions	7,203
MP Submissions	1,744

* Items are subsets of the total submissions intended to show the different types of submissions and what proportion of all submissions they represent.
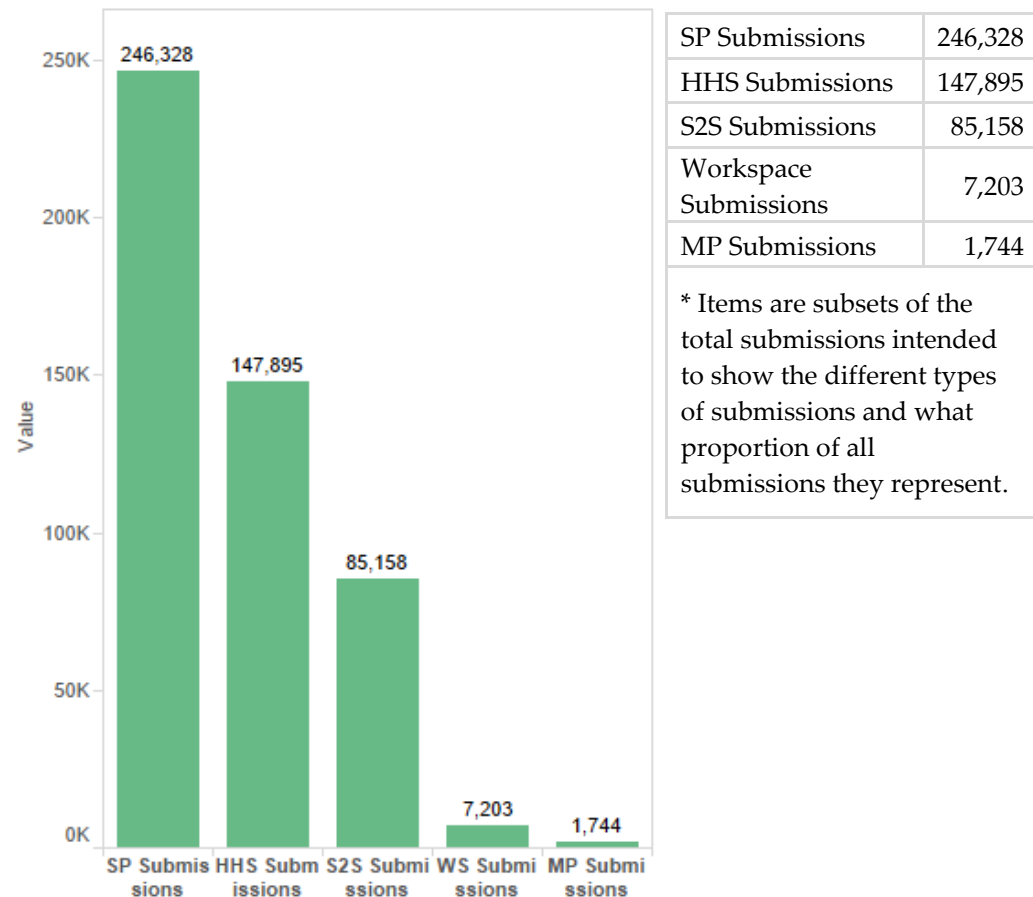
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Workspace Submissions

The following chart shows the number of Workspace submissions and Workspace usage by Agency. Workspace functionality was introduced in the beginning of FY 2016. Grants.gov had a total of 7,203 submissions through Workspace, which represents 2.9% of the total number of FY 2016 submissions (248,072). HHS registered the highest Workspace usage with 2,173 submissions, followed by the U.S. Department of Justice (USDOJ) with 928 submissions.

| AGENCY | Q1 | | | Q2 | | | Q3 | | | Q4 | | | |
	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Grand Total
CNCS													-
DHS					5	31	147	9	2	2	20	26	242
DOC	6	8	61	14	46	4	39	10	46	13	26	20	293
DOD	12	10	16	3	24	10	16	43	14	15	26	21	210
DOE		2		3	28	5	18	8		2	2	3	71
DOI	2	14	4	15	20	17	29	32	23	27	35	9	227
DOL				12	2	85	48	26	35	32	25	15	280
DOT		5	2	2	2	4	165	64	29	18	3	4	298
ED										2	13	1	16
EPA	1	34	122	22	27	22	115	37	41	20	20	8	469
HHS	6	41	79	334	236	148	381	152	168	166	217	245	2,173
HUD							68	7	33	7	1	7	123
IMLS		28	33	3	19	10	10		2		3	6	114
NARA									5				5
NASA													-
NEA			8	27	163	98	15	3	20	89	3	21	447
NEH					10		93	19	10	11	19	70	232
NSF	15	19	12	21	8	20	5	17	12	26	24	4	183
SBA	1	1		7		13	6	21	5	1		4	59
SSA													-
State	3		11	8	53	14	22	59	45	37	11	9	272
Treasury					4	91		35	11				141
USAID							2	2	1		1	2	8
USDA		1	7	1		25	13	140	48	49	13	6	303
USDOJ				53	108	113	172	317	152	10	1	2	928
VA				1	3	12	27	3	52			11	109
Grand Total	46	163	355	526	758	722	1,391	1,004	754	527	463	494	7,203

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Total Number of Registered Entities by Month (S2S Certificates, AORs)

The charts below reflect the total number of registered System-to-System (S2S) users and number of AORs registered to use the Grants.gov system.

The total number of S2S users at the end of FY 2016 was 2,187. The total number of AORs was 141,092.

S2S Certificates

Month	Value
Oct-15	1,933
Nov-15	1,969
Dec-15	2,094
Jan-16	2,110
Feb-16	2,128
Mar-16	2,132
Apr-16	2,143
May-16	2,159
Jun-16	2,171
Jul-16	2,175
Aug-16	2,183
Sep-16	2,187

AORs

Month	Value
Oct-15	141,643
Nov-15	132,145
Dec-15	133,544
Jan-16	135,460
Feb-16	134,040
Mar-16	135,294
Apr-16	137,384
May-16	139,242
Jun-16	139,542
Jul-16	139,931
Aug-16	140,515
Sep-16	141,092
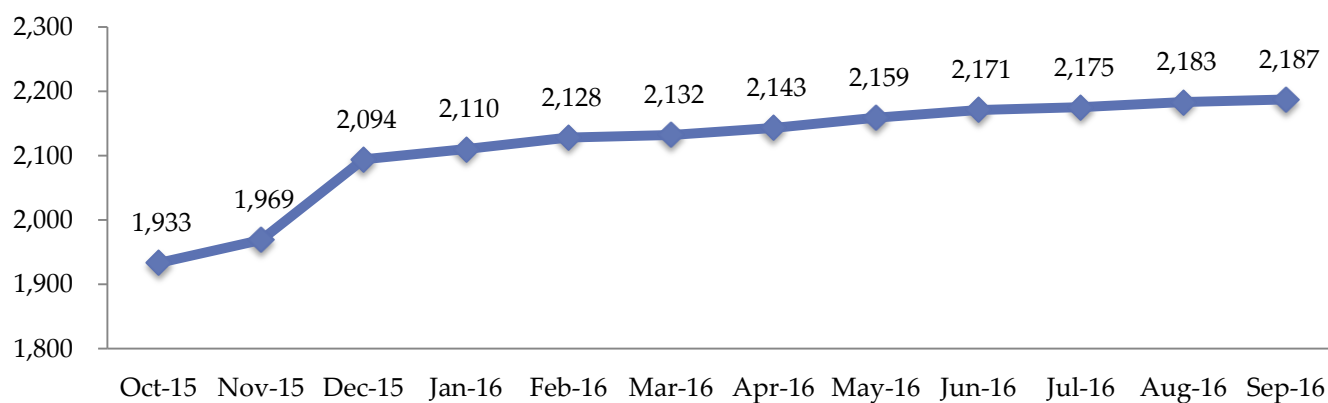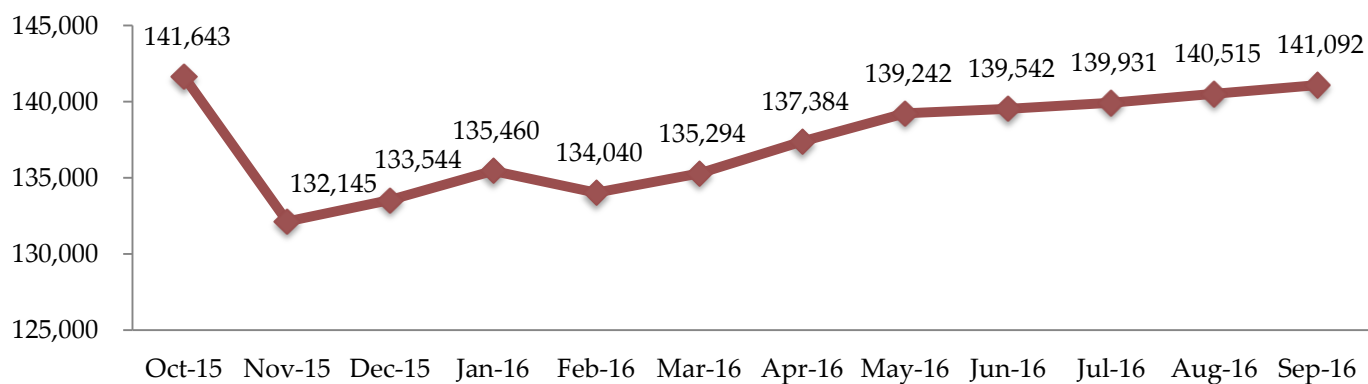
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Forms Usage

The Grants.gov forms repository includes government-wide and agency-specific federal forms used by grant-making agencies to create application packages in the Grants.gov system. The forms are modified and developed as needed in partnership with federal grant-making agencies and the applicant community.

For each opportunity, the awarding agency creates an application package (collection of forms) that applicants must complete and submit. The two charts below show the Top 20 forms used in submissions in FY 2016 and the Top 20 forms used in application packages created or updated in FY 2016.

Note that there is not a direct correlation between the most often used forms in submissions and the most often used forms in application packages. Application packages contain forms available for use whereas submissions contain forms actually used.

Top 20 Forms Used in Submissions

Forms in Sub (Top 20)

FORMID	VERSION	DESCRIPTION	FORMNAME
427	2.0	Project/Performance Site Loc..	PerformanceSite_2_0
439	2.0	SF424 (R & R)	RR_SF424_2_0
400	1.3	Research And Related Other ..	RR_OtherProjectInfo_1_3
428	2.0	Research and Related Senior/..	RR_KeyPersonExpanded_2_0
448	1.3	Research & Related Budget	RR_Budget_1_3
453	1.3	R & R Subaward Budget Attac..	RR_SubawardBudget30_1_3
463	1.0	Planned Enrollment Report	PlannedReport
468	1.0	PHS 398 Cumulative Inclusion..	PHS398_CumulativeInclusion..
465	2.0	PHS 398 Cover Page Supple..	PHS398_CoverPageSupplem..
403	1.2	PHS 398 Modular Budget	PHS398_ModularBudget_1_2
460	2.0	PHS 398 Research Plan	PHS398_ResearchPlan_2_0
386	2.1	Application for Federal Assista..	SF424_2_1
298	1.1	Disclosure of Lobbying Activiti..	SFLLL
241	1.0	Budget Information for Non-C..	SF424A
243	1.1	Project Narrative Attachment ..	Project
240	1.1	Assurances for Non-Construct..	SF424B
278	1.1	Attachments	Attachments
277	1.1	Budget Narrative Attachment ..	Budget
244	1.1	Other Attachments Form	Other
366	1.1	SBIR/STTR_Information	SBIR_STTR_Information_1_1

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Forms in Pkg (Top 20)

FORMID	DESCRIPTION	VERSION	FORMNAME
427	Project/Performance Site Loc..	2.0	PerformanceSite_2_0
400	Research And Related Other ..	1.3	RR_OtherProjectInfo_1_3
428	Research and Related Senior/..	2.0	RR_KeyPersonExpanded_2_0
439	SF424 (R & R)	2.0	RR_SF424_2_0
241	Budget Information for Non-C..	1.0	SF424A
386	Application for Federal Assista..	2.1	SF424_2_1
448	Research & Related Budget	1.3	RR_Budget_1_3
240	Assurances for Non-Construct..	1.1	SF424B
243	Project Narrative Attachment ..	1.1	Project
298	Disclosure of Lobbying Activiti..	1.1	SFLLL
277	Budget Narrative Attachment ..	1.1	Budget
278	Attachments	1.1	Attachments
244	Other Attachments Form	1.1	Other
255	Grants.gov Lobbying Form	1.1	GG_LobbyingForm
368	SF424 (R & R)	1.2	RR_SF424_1_2
399	Project/Performance Site Loc..	1.4	PerformanceSite_1_4
364	Research And Related Senior/..	1.2	RR_KeyPersonExpanded_1_2
235	Research & Related Budget	1.1	RR_Budget
237	Application for Federal Assista..	2.0	SF424
233	R & R Subaward Budget Attac..	1.2	RR_SubawardBudget

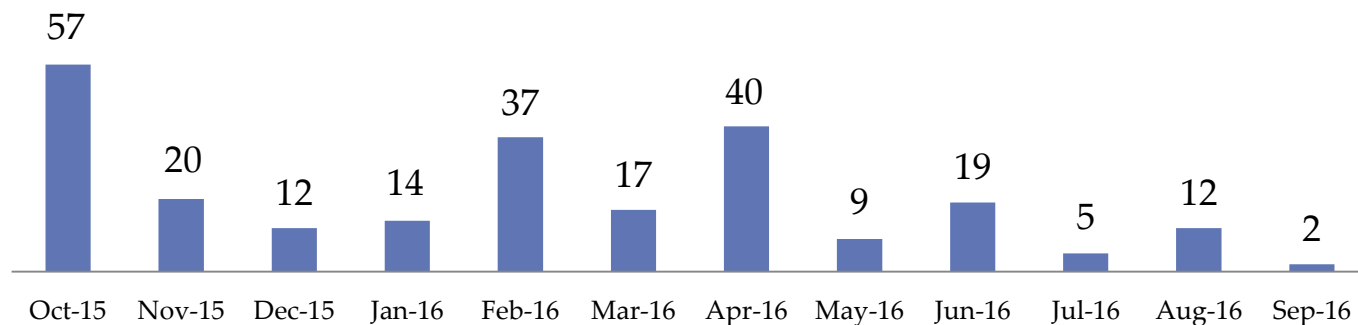## Monthly Summary of Form Modifications Deployed to Production

In FY 2016, Grants.gov deployed a total of 244 form modifications to production. This included adding 30 new forms and retiring 19 forms. October and April had the highest number of form modifications deployed to production.

Form Modifications (Total: 244)

| Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
57	20	12	14	37	17	40	9	19	5	12	2

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User Support

The Program Support Center (PSC) operates the Grants.gov Contact Center, which offers 24/7 support through toll-free numbers, email, and interactive voice response, as well as a self-service Web portal.

Inbound Call Volume (Standard Shift), FY 2015 & FY 2016 Trend

In FY 2016, the total number of standard shift calls offered was 93,082. The highest inbound call volume was registered in April. For the last two fiscal years, April continues to be the busiest month.

On average, the inbound call volume was 7,757 calls per month.
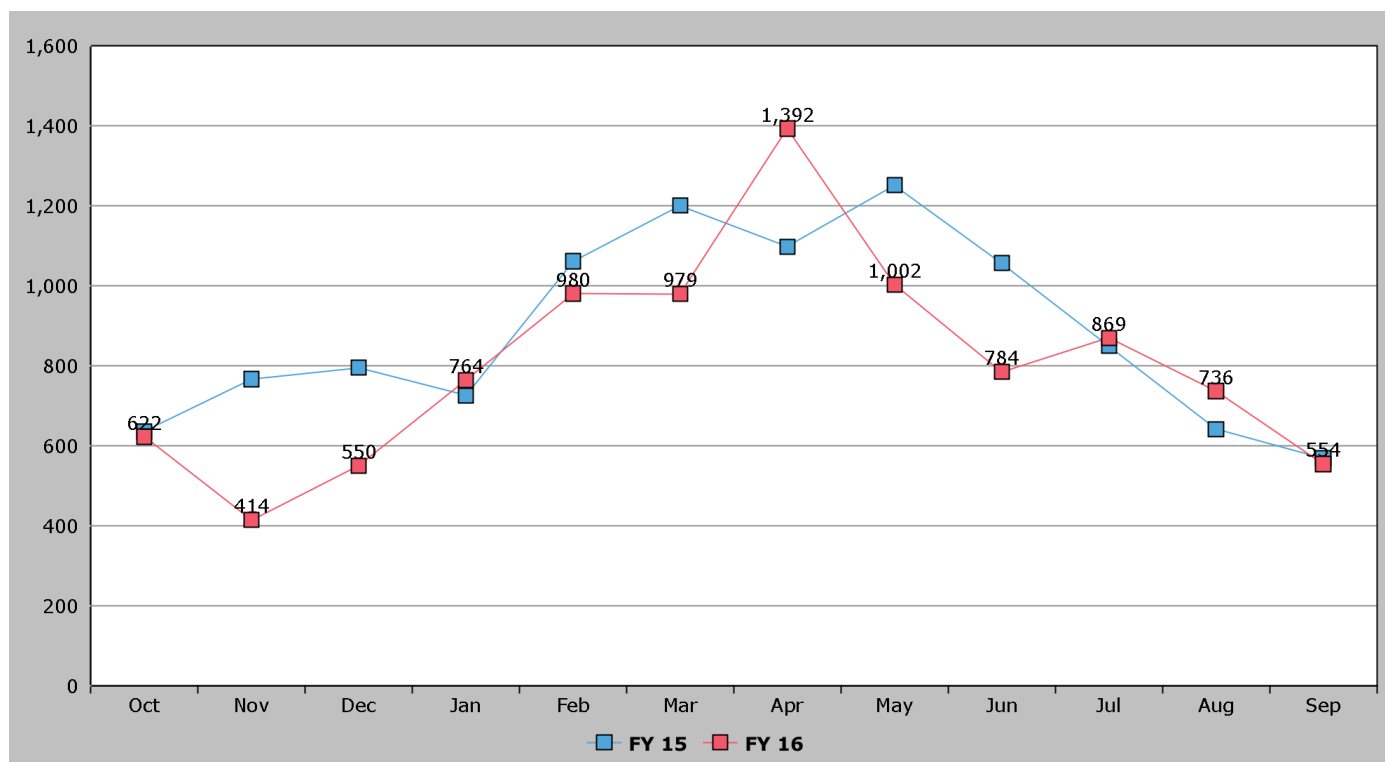
Inbound Call Volume

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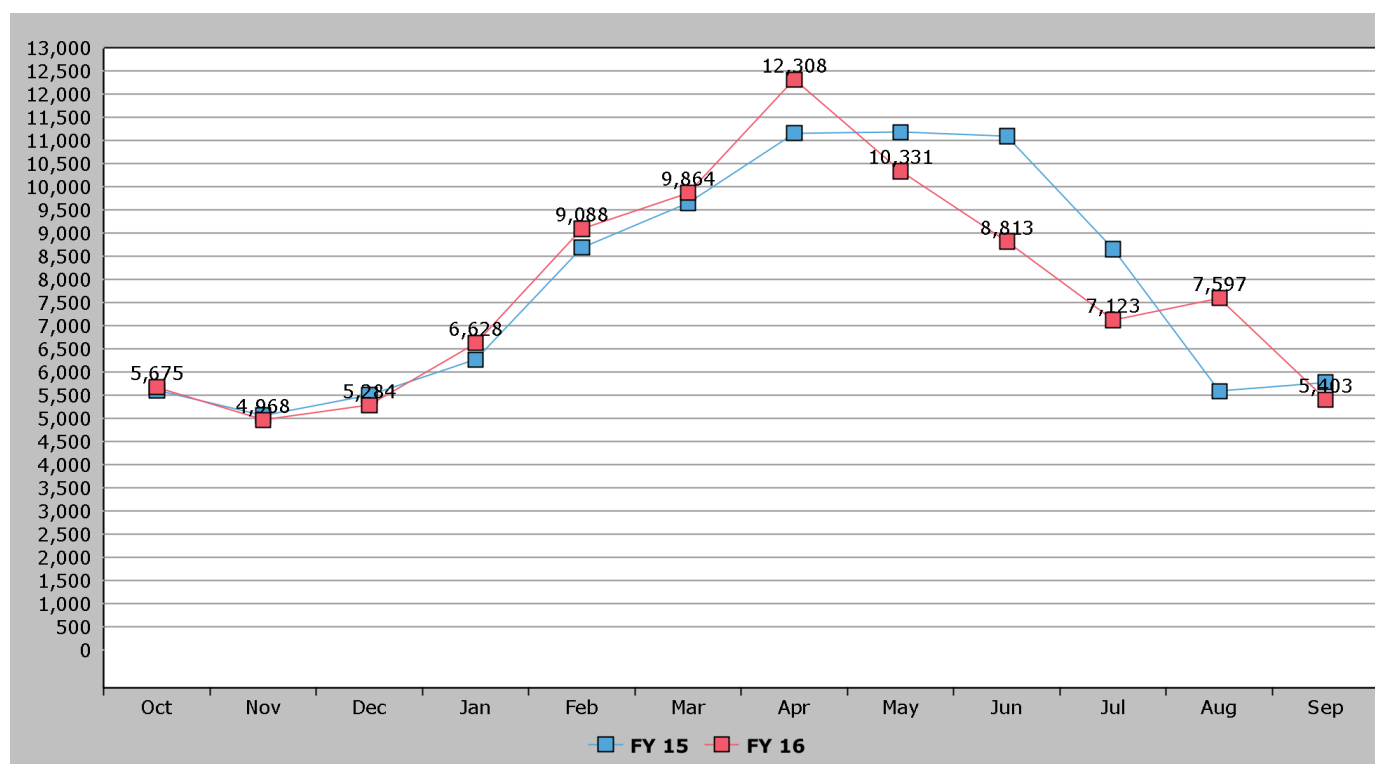
After Hours Inbound Call Volume, FY 2015 & FY 2016 Trend

In FY 2016, the total number of after-hours calls offered was 9,646. The highest after-hours inbound call volume was registered in April.

On average, the after-hours inbound call volume was 804 calls per month.
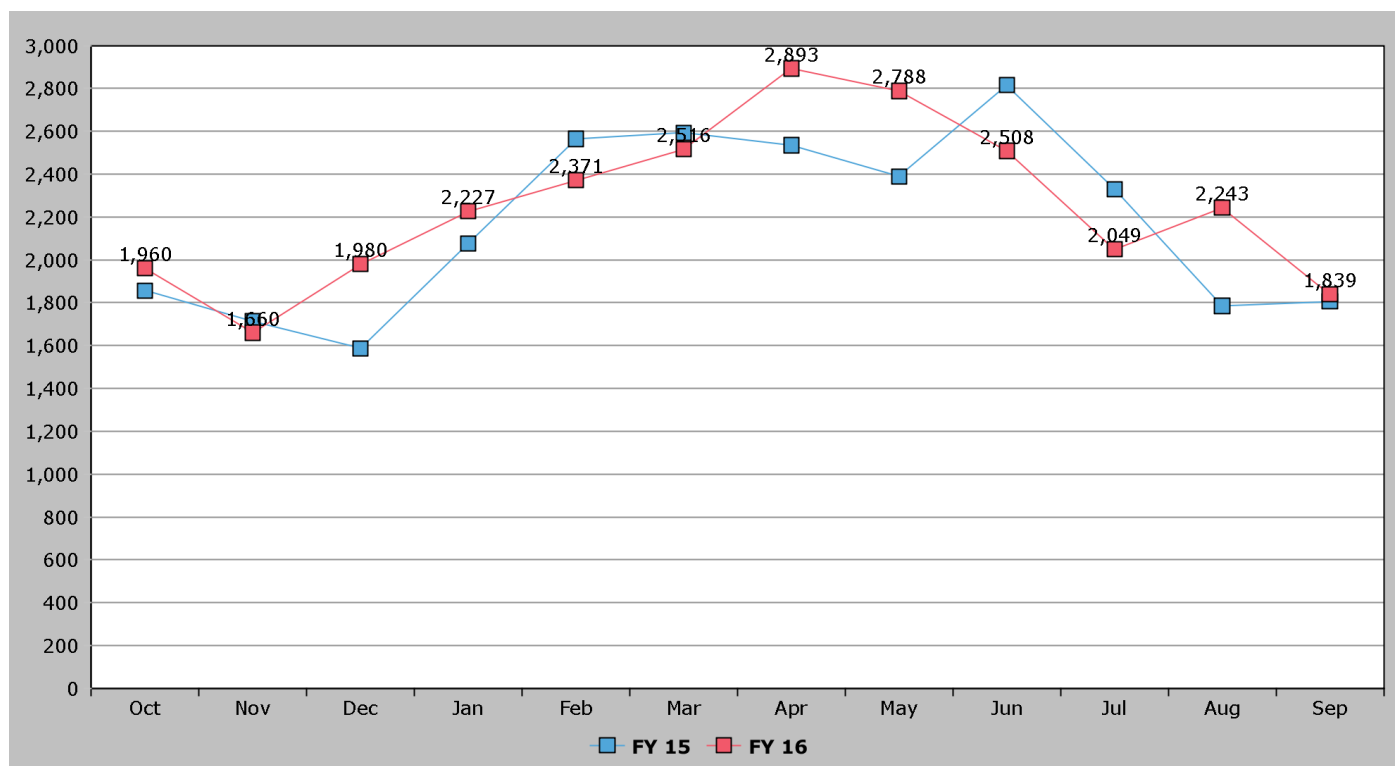
After Hours Inbound Call Volume

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Outbound Email Volume, FY 2015 & FY 2016 Trend

In FY 2016, the total number of outbound emails from the Contact Center was 27,034. The highest outbound email volume was registered in April.
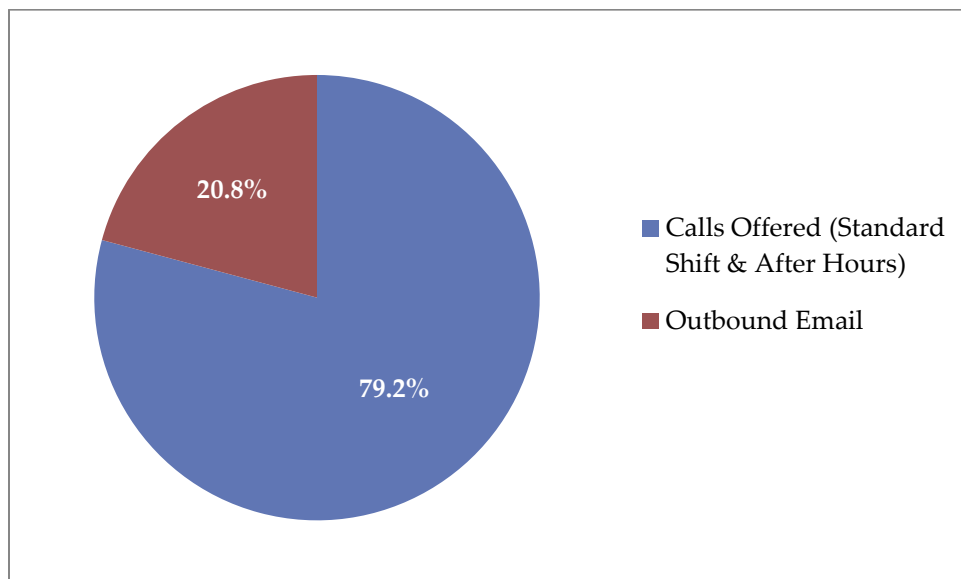
On average, the outbound email volume was 2,253 emails per month.

Outbound Email Volume

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Annual Volume by Contact Source

In FY 2016, 79.2% of the Contact Center support was provided by phone; 20.8% was provided by email.

- **Calls Offered (Standard Shift & After Hours)**
- **Outbound Email**

Performance Goals

Performance Goals Met

- Calls Handled and Email/Web tickets sessions decreased from FY 2015
- Self-Service Portal (SSP) sessions increased from FY 2015 (7,787); 8,701 SSP sessions were registered in FY 2016
- Abandon rate yearly average was 4.0% (target is ≤ 5%)
- Customer satisfaction score yearly average was 96.5% (target is ≥ 90%)
- Quality score yearly average is 96.5% (target is > 94%)
- Added/updated 81 frequently asked questions (FAQs) and job aids

Performance Goals Not Met

- FY 2016 Service Level was 82.3% (target is ≥ 85%); "Service Level" quantifies the number of callers that received a response within a specific threshold
- FY 2016 Average Speed of Answer was 46 seconds (target is ≤ 30 seconds or less).

Escalations

In FY 2016, the Contact Center had a total of 2,040 escalations, an average of 170 escalations per month.

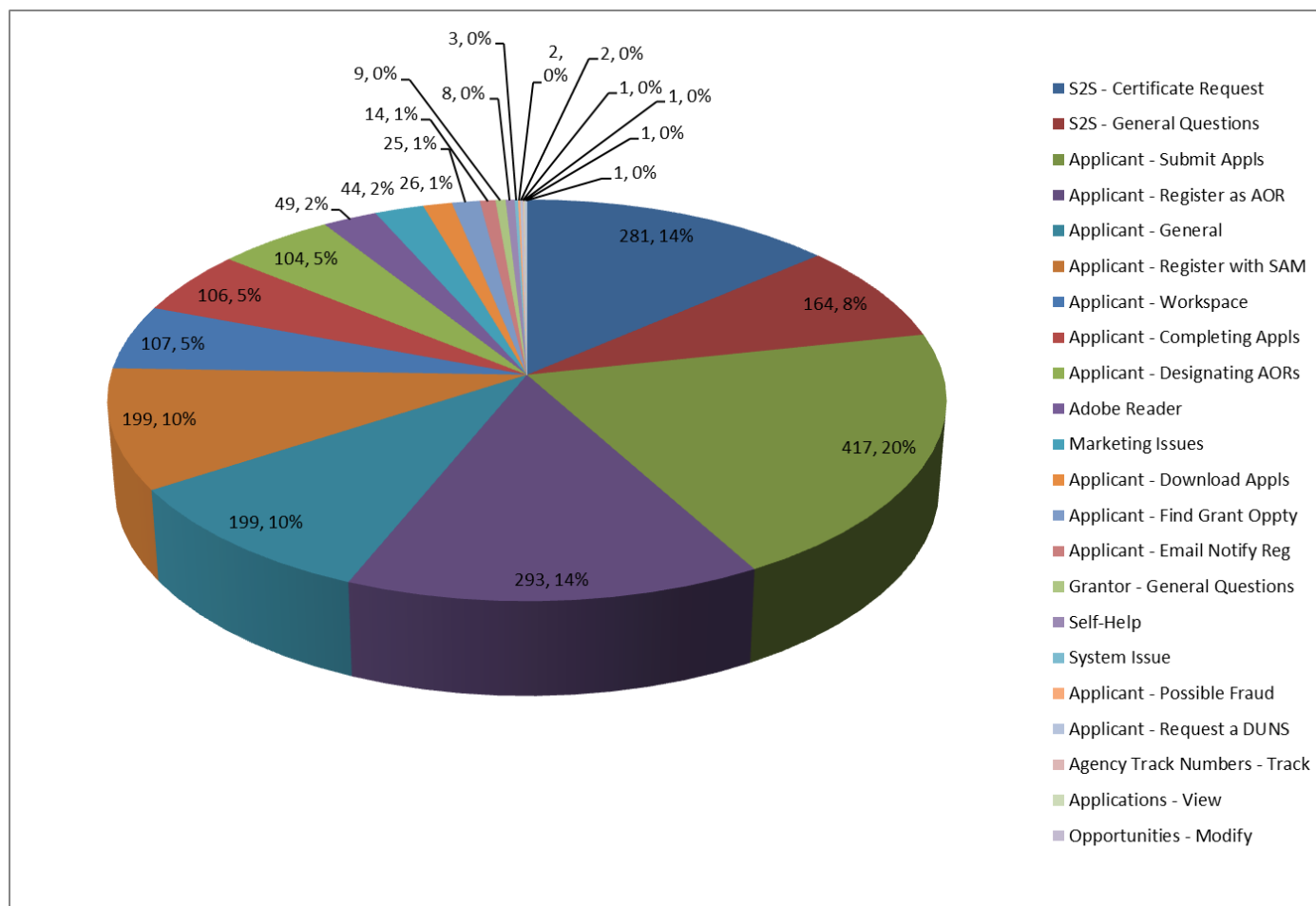The chart below shows an increase in the number of escalations in April.

Escalations

Grants.gov
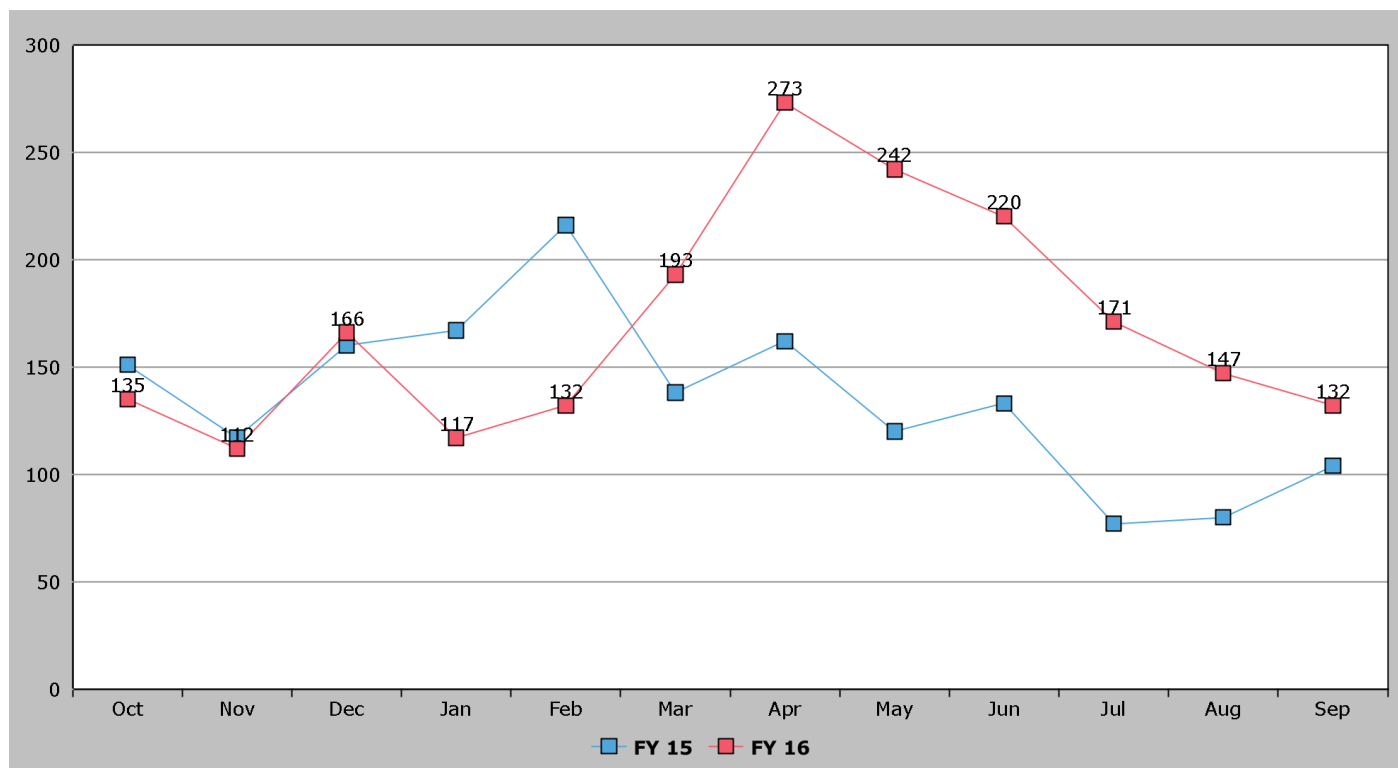
Escalation totals by Area

In FY 2016, Applicant – Submit Applications - related user requests generated the highest number of escalations for the Contact Center, which represented 20% of the total number of escalations (2,056).

Escalations by Area

Pie chart legend:
- S2S - Certificate Request
- S2S - General Questions
- Applicant - Submit Appls
- Applicant - Register as AOR
- Applicant - General
- Applicant - Register with SAM
- Applicant - Workspace
- Applicant - Completing Appls
- Applicant - Designating AORs
- Adobe Reader
- Marketing Issues
- Applicant - Download Appls
- Applicant - Find Grant Oppty
- Applicant - Email Notify Reg
- Grantor - General Questions
- Self-Help
- System Issue
- Applicant - Possible Fraud
- Applicant - Request a DUNS
- Agency Track Numbers - Track
- Applications - View
- Opportunities - Modify

Pie chart data labels: 281, 14%; 164, 8%; 417, 20%; 293, 14%; 199, 10%; 199, 10%; 107, 5%; 106, 5%; 104, 5%; 49, 2%; 44, 2%; 26, 1%; 25, 1%; 14, 1%; 9, 0%; 8, 0%; 3, 0%; 2, 0%; 2, 0%; 1, 0%; 1, 0%; 1, 0%; 1, 0%

Grants.gov
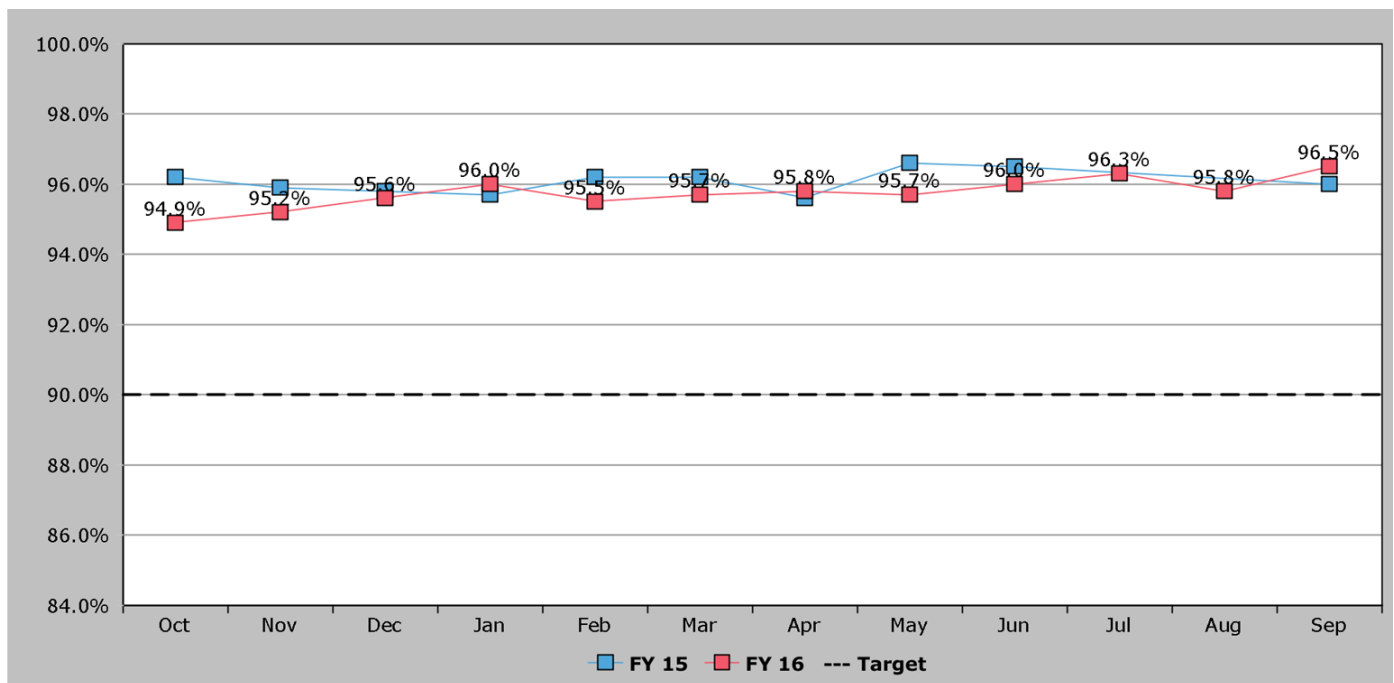
Overall Satisfaction

The overall satisfaction with the Contact Center has been very consistent for the last two fiscal years. During FY 2016, the average satisfaction rating was 95.8%.

Customer Satisfaction
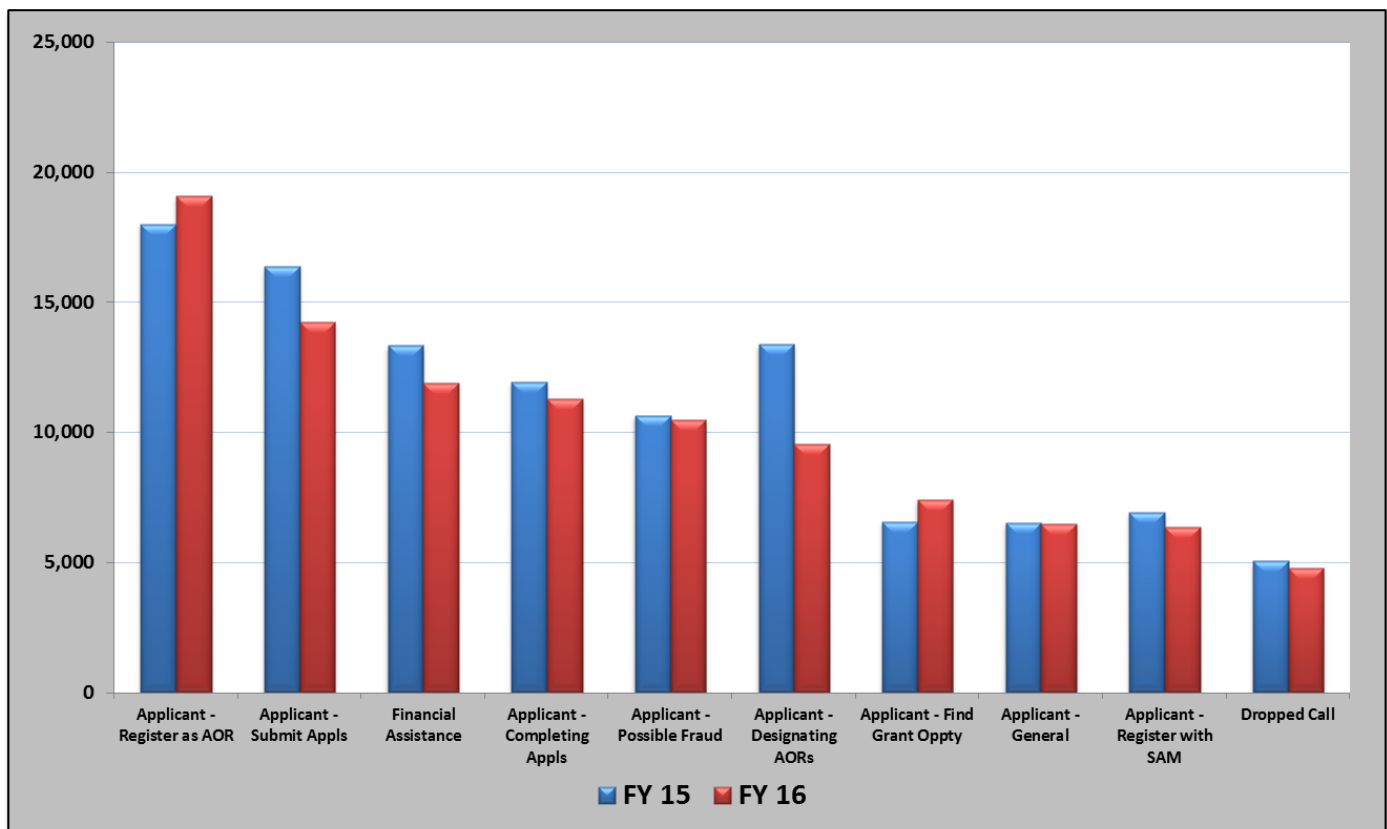
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Top 10 Inquiries, FY 2016

The most common types of inquiries (Top 10 FAQs) received by the Grants.gov Contact Center and their associated categories are listed below in order of FAQ usage in FY 2016.

Category	Inquiry
Applicant - Register as AOR	• How do I know if I have completed the registration process so that I am able to submit my grant?
Financial Assistance	• How do I find grants for personal financial assistance, student loans, or to start a small business?
Applicant - Completing Applications	• Grants.gov - Offering agency contact information for application packages
Applicant - Possible Fraud	• Grants.gov - What should I do if I suspect that I am a victim of fraud?
Applicant - Designating AORs	• How do I reassign roles if I am the EBIZ POC? • How do I reset the EBIZ POC password on Grants.gov?
Applicant - Submit Applications	• Grants.gov - How do I check the status of my submitted grant application?
Applicant - Register with SAM	• Who should I contact if I have questions about SAM or completing processes within SAM?
Applicant - Submit Applications	• How do I submit my application in Grants.gov? • When I submit my grant I am stuck on the message, "PROCESSING PLEASE DO NOT CLOSE THE WINDOW."

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Top Categories, Monthly Trending

In FY 2016, "Applicant - Register as AOR" continued to be the top inquiry category among Grants.gov users with a 6.02% increase over FY 2015.

Categories of Inquiries

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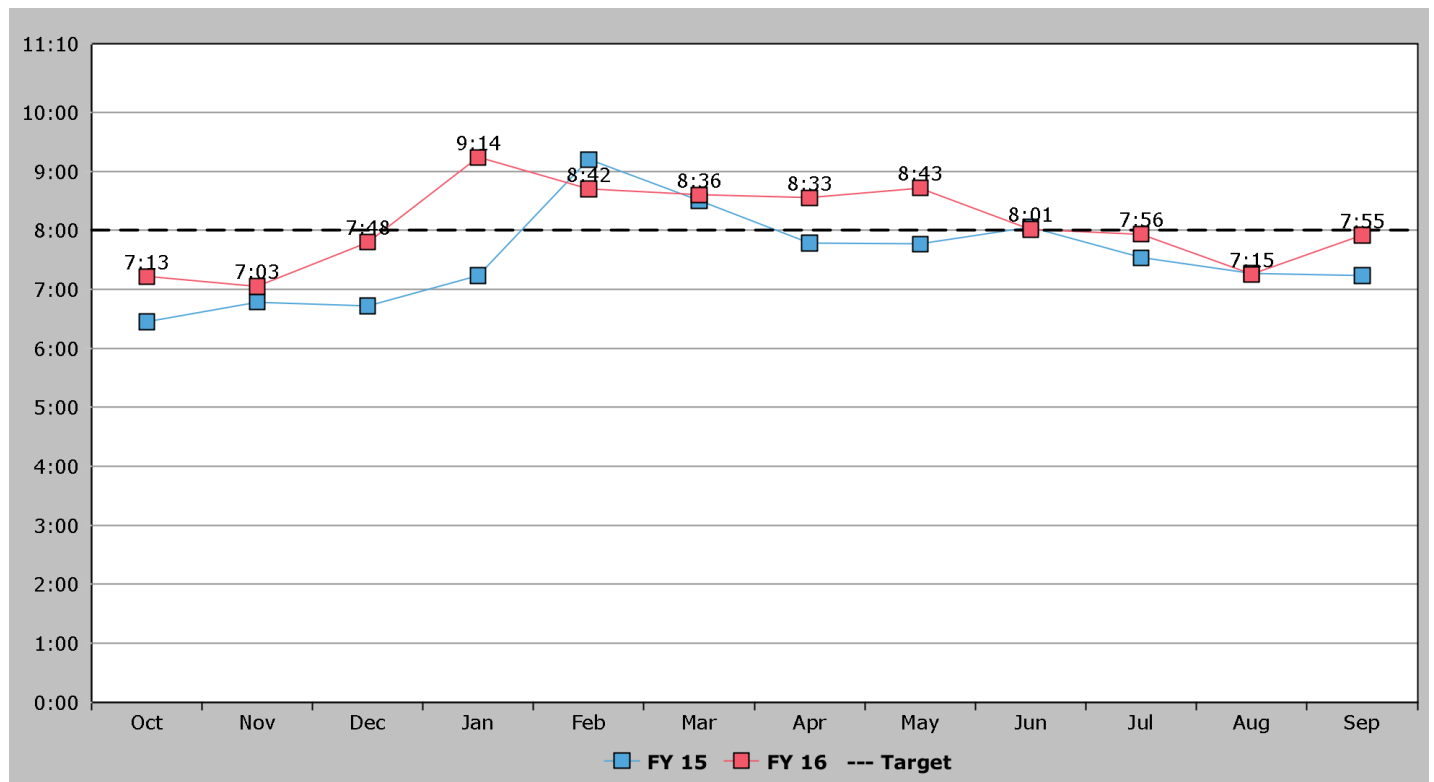
Average Talk Time

Contact Center calls in FY 2016 lasted 8 minutes (8:00) on average. There was an increase in call time in January, due to a new hire class at the Contact Center dedicated to supporting the Grants.gov program.

Talk Time

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Releases

In FY 2016, Grants.gov deployed a total of twelve releases, including three major system enhancements (Release 15.0, Release 15.1 and Release 15.2).

Release 15.0 implemented the following functionality:

- Implemented Workspace to provide an interactive and collaborative environment for applicants to complete an application package
- Added capability to allow applicants to download/upload and complete each form separately (unstitched)
- Provided form data reuse capabilities
- Implemented context-sensitive help (online help) for Workspace pages

Release 15.1 introduced the following grantor and applicant enhancements:

- Provided the ability for users to search opportunities by CFDA numbers or CFDA titles
- Enhanced audit tracking and reporting
- Enhanced submission report
- Enhanced opportunities search
- Tracked certificate related activities and S2S communications within the Grants.gov system
- Added functionality for grantors to differentiate between Single- and Multi-Project Packages
- Provided export functionality for all form families, retired forms, and retired form versions in the forms repository
- Provided the ability for organizations to allow AORs to access all of their organization's workspaces and submissions
- Allowed applicants to re-use forms from one organization's workspace to another organization's workspace
- Enhanced synopsis attachments functionality
- Updated account password expiration and account deactivation email notifications

Release 15.2 introduced the following grantor and applicant functionality:

- Added grant opportunity forecasts
- Introduced online forms
- Provided S2S agency users with the ability to add related documents/attachments to the Synopsis and to other S2S enhancements
- Enhanced Search Grant Results Export file
- Other minor changes

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Additionally, Grants.gov conducted routine system maintenance on the third weekend of every month to proactively deploy system patches and emergency fixes. Grants.gov will continue to improve its functionality and infrastructure to support grantor and applicant needs and to comply with government requirements.

Release Summary and Focus Areas

Releases	Description	SCRs	Date
15.0	Applicant Workspace	8	10/18/2015
15.0.0.1	Emergency fix of XML parser issue	2	10/30/2015
15.0.0.2	LDAP cleanup script, new storage shelf and database password change	3	11/21/2015
15.0.0.3	Database and OS patches	1	1/17/2016
15.1	CFDA faceted search, audit and submission report enhancement, org level AOR flag	57	2/22/2016
15.1.0.1	Database and ZS3 patching	1	3/21/2016
15.1.1	Emergency release to rectify a time-zone issue	1	4/21/2016
15.1.1.1	Temporary fix for bug in the Oracle SZ3 patch that caused performance slowdown	1	6/10/2016
15.2	Grant forecast, online forms, Web Service enhancements	31	6/20/2016
15.2.0.1	Nightly Subscription email notification format modification	1	7/8/2016
15.2.0.2	Xalan update for S2S issues	1	7/15/2016
15.2.0.3	Database and OS patches	1	9/17/2016

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Outreach

The Grants.gov program has always maintained a strong commitment to both internal and external audiences in regards to communications and outreach efforts. The program strives to ensure stakeholders receive relevant information in a timely, effective, and efficient manner.

The program continues to increase the number of audience members reached and the number of brochures distributed each year. The communications team held 23 training sessions in FY 2016, which included webinars and in-person training sessions. These sessions reached 3,143 users in FY 2016, which is a 14% increase over FY 2015.

The Grants.gov program conducted four Federal User Group meetings, presented in three Federal Demonstration Partnership (FDP) meetings, participated in monthly virtual FDP meetings, and presented at various conferences, such as the Maryland Governor's Grants Conference in November 2015.

As part of the outreach efforts and initiatives, the Grants.gov program implemented context-sensitive online user guides and enhanced the training materials available to the user community. These efforts included updating the Grants.gov YouTube channel with new training videos to help users learn about the existing and new Grants.gov features and capabilities.

The Grants.gov program also increased outreach initiatives through the use of social media. During FY 2016, Grants.gov increased its Twitter account usage to engage the grants community and identify follower's interests and demographics. In May, Grants.gov deployed its Community Blog and published 49 articles by the end of the fiscal year generating grants awareness, disseminating relevant information, and elevating user engagement. A weekly "Funding Friday" blog was established to highlight grants recently posted to Grants.gov and raise awareness of opportunities among applicants.

In May, Grants.gov contributed an article for the National Council of University Research Administrators (NCURA) Magazine, May/June 2016 issue to highlight the new Workspace capability. The article was entitled "Grants.gov Workspace: Helping with Collaborative Applications".

The program maintained the Grants.gov "Notices" pages to provide users with information on upcoming system changes with user impacts.

The Grants.gov program will continue to make every effort to communicate and disseminate important information to the user community.

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Summary of Outreach Activities

Outreach Count	FY 2014	FY 2015	FY 2016
Training Conducted (Webinar/In person)	31 (20/11)	45 (31/14)	23 (16/7)
Audience Reached	2,583	2,757	3,143
Brochures Distributed	550	1546	2,303

Grants.gov Community Blog

Grants.gov Community Blog FY 2016 Metrics	FY 2016 Totals
Number of New Blog Articles Posted	49
Number of Comments Posted	120
Number of Email Followers	300

Grants.gov YouTube Channel

Grants.gov posted 19 videos in FY 2016, with a total of 66,733 views. The videos belong to one of four focus areas:

- Introduction to Grants.gov video series
- Workspace Video Series for Organization Applicants
- Forecast Videos
- Learn Grants

The most watched video was "Introducing Workspace Functionality on Grants.gov", with 7,923 views. The second most watched video was "Applicant Registration for Grants.gov, Part 1" with 7,690 views.

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FY 2016 Grants.gov Youtube Videos
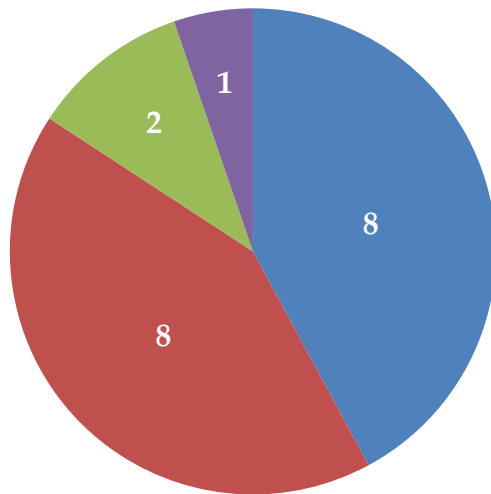
Videos by Series:
- Introduction to Grants.gov Video Series
- Workspace Video Series for Organization Applicants
- Forecast Videos
- Learn Grants Video

Average Monthly Video Views by Series

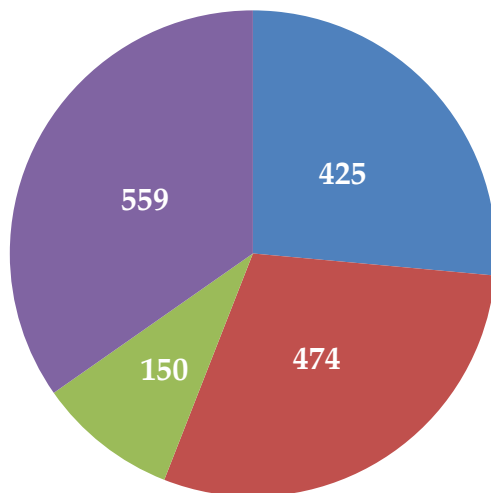- Introduction to Grants.gov Video Series
- Workspace Video Series for Organization Applicants
- Forecast Videos
- Learn Grants Video

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System Availability and Performance

Grants.gov strives to ensure that the system is available and responsive to agencies and applicants by providing high system availability, sustaining satisfactory response times, implementing disaster recovery policies and procedures, and meeting new Federal security requirements.
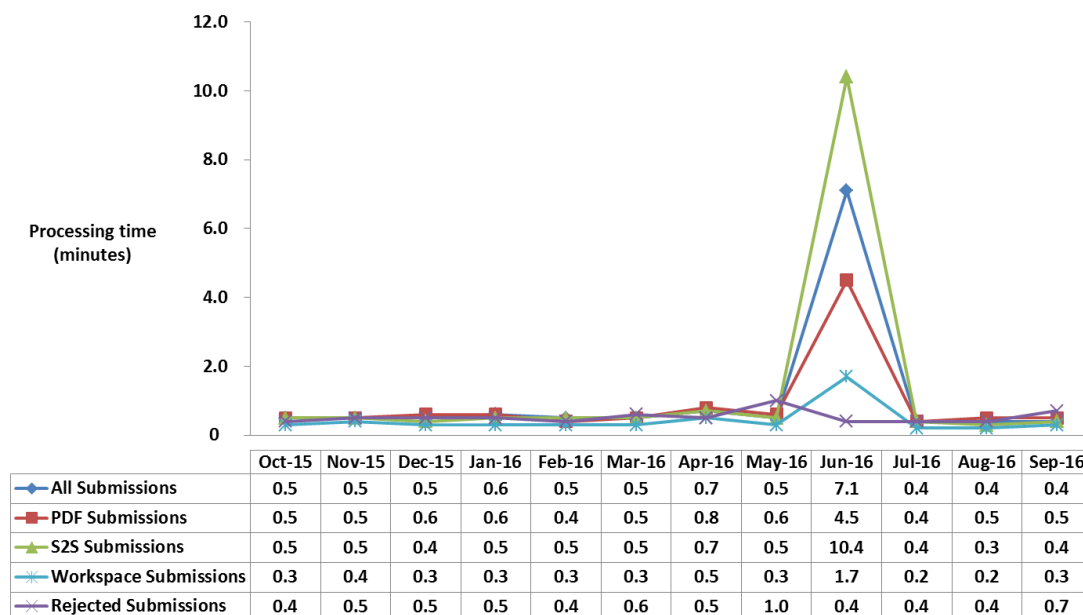
System Performance

The average processing time for all submissions was 1.1 min (~66 seconds). The processing time represents the total time taken by the system to process a submission (from the time the system receives the application to the time the system validates and either accepts or rejects the application).

The chart below shows total processing times for all submissions, as well as total times for different submission types (subsets of all submissions). In all cases, processing times were significantly higher during the month of June due to slow system performance while processing incoming submissions. There was an issue with some of the Adobe production servers. A fix was applied in production and processing times subsequently improved to expected performance levels.

The "PDF Submissions" line shows processing times for applications submitted through the Grants.gov web interface. "System-to-system (S2S) Submissions" shows processing times for applications submitted through the S2S interface. "Workspace Submissions" shows processing times for applications submitted through Workspace. "Rejected Submissions" shows processing times for applications that are submitted and subsequently rejected by the system because one or more validation rules were not satisfied.

Submissions – Processing Time

	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
All Submissions	0.5	0.5	0.5	0.6	0.5	0.5	0.7	0.5	7.1	0.4	0.4	0.4
PDF Submissions	0.5	0.5	0.6	0.6	0.4	0.5	0.8	0.6	4.5	0.4	0.5	0.5
S2S Submissions	0.5	0.5	0.4	0.5	0.5	0.5	0.7	0.5	10.4	0.4	0.3	0.4
Workspace Submissions	0.3	0.4	0.3	0.3	0.3	0.3	0.5	0.3	1.7	0.2	0.2	0.3
Rejected Submissions	0.4	0.5	0.5	0.5	0.4	0.6	0.5	1.0	0.4	0.4	0.4	0.7

System Availability

In FY 2016, the Grants.gov system was 100% operational as there were no unscheduled outages. The only outages experienced were planned and scheduled in advance for system maintenance and releases (planned outages are typically scheduled outside of normal business operating hours).

System Availability

	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
System Availability	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Unscheduled Outages	-	-	-	-	-	-	-	-	-	-	-	-
Duration (mins)	-	-	-	-	-	-	-	-	-	-	-	-

System Availability (%): 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100.0%